**Gohel Suril Rameshbhai.**

A 34 Mohankrupa society Near vastrapur railway crossing ,

Vejalpur – Ahmedabad 380051

Contact no. +91 9898122626. | Email ID: - Suril.ghl@gmail.com

**At a Glance**

A highly enthusiastic individual with a strong inclination toward pursuing a career in the field of Finance. Dynamic career reflecting pioneering experience of around 6 years in division like Process Quality, Training & Audit Department. Currently working with **HOME CREDITI INDIA FINANCE PVT LTD** as ***SENIOR QUALITY ASSURANCE ANALYST – RISK MANAGEMENT*** organized with track record that demonstrates self-motivation on, creativity and initiative to achieve both personal and corporate goals. Proficient at providing value added service by strongly audit like cash related & ops policy violation with solid evidence.

**Career Objective**

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| A position in an organization where I can give my best efforts for achieving optimum goals of an organization and where I can also have great exposure which will enhance the high growth of an organization with coordination and good team building. |

**Career**

***Home Credit Finance India Pvt Ltd as SENIOR QUALITY ASSURANCE ANALYST – RISK MANAGEMENT, Ahmedabad Nov 2015 to till date.***

**Job Profile:**

* Audit and submit internal cases to Disciplinary committee.
* In charge of auditing cases of. Field Executives (FE) & Team Leaders (TL).
* Doing field Audits (Going to customer’s home and enquire about FE’s behaviour of internal & external).
* Team Management: Managing a team of QA’s of entire west location (Gujarat and Maharashtra).
* Training of newly hired executives of field.
* Co-ordination with other departments for revenue generate like CPU/LV, Late collection, Early Collection.
* Doing Coordinator audits while checking calls on daily basis.
* Taking team meetings for FE and their Team Leaders from time to time for new updates and reiterate them for process of internal and agencies as well.
* Sharing Feedback for Critical Error and Non Critical Error on Weekly basis.
* Preparing MIS on regular basis for submitting it to the senior authority.
* Have to maintain monthly ratio for field and Office Audit Coverage.
* Monitoring supporting team on their performance for investigation manager.
* Handling misbehaviour complaints of Field Executives on call as well as on field of customer and take necessary action against executive if found guilty.
* Keep a track of Compliance of raised issues of previous audit for PAN India Location.
* Doing weekly / monthly random AOA (Audit of Audit) of West Team to check whether team is ensuring the proper guidelines.
* Doing West Zone Agency Audit ( CPU , early, Late Agency & External Agency Audit )
* Also Doing Surprise Audit For Entire India.

***HDFC Bank LTD as Jr. Officer – Customer Communication Management (CCM), Ahmedabad DEc 2013 to Nov 2015***

**Job Profile:**

* Handling Escalation’s portfolio for Gujarat and Madhya Pradesh state.
* Product: Credit card (Collections).
* Evaluating calls of collection tele-callers & sharing feedback to central team at Chennai.
* Recommending staff action for all such cases where collection team has dilute process and banking standard has affected.
* Handling walk-in customer’s which were having query related to NOC, Settlement NOC or having any complaint related to credit card misbehaviour done by caller.
* Collecting and preparing the MIS of entire Gujarat and Madhya Pradesh location on daily basis for all such cases addressed.
* Publishing report to seniors on monthly basis by highlighting key issues, major types of complaint received, trendlocation wise & manager wise etc.
* Responsible to issue No Dues Certificate to customers for all such cases where customer’s liability is over & product is closed.
* Handling the cash File / cheque File / id card / settlement letter / diary note/ Vendors process/ All the work is under the ISO Certification
* As well as the handling more than 20 agencies which are working for Credit card collection In Gujarat Location

**INTERNSHIP**

I have undergone my summer internship at MAGNANIMOUS INFRASTRUCTURE PVT LTD as Trainee Asst. Manager for 3 Months where i was deployed to conduct Sales & Strategy of the organization.

**GRAND PROJECT in MBA**

**Title : MARKETING STRATEGY OF MAGNANIMOUS INFRASTRUCTURE PVT LTD**

**Professional Profile**

* **Masters in Business Administration [MBA] 2012 - 2014**

**Bharathiar University, Coimbatore, Tamil Nadu 641046**

**Sp**ecialization: Human Resource .

Post Graduate Program In Management ( PGPM 2012 – 2014 Times Business School , Ahmedabad )

**Academics**

* **Bachelor of Arts (B.A.) 2011**

Gujrat University, Ahmedabad

* **Higher Secondary Education [12th Standard] 2008**

Majors: Arts

Sharda Vidhyalay , Ahmedabad

* **Senior Secondary Education [10th Standard] 2006**
* Sharda Vidhyalay , Ahmedabad
* **PERSONAL DETAILS**
* D. O. B.:- 07th Nov. 1989
* GENDER - Male
* Married Status – Married
* LANGUAGES KNOWN:- English, Hindi, Gujarati
* FATHER’S NAME:- Rameshbhai GoheL